

Middle Way House, Inc.



Personnel Policies

Updated

October 31, 2022

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I. RESPONSIBILITY

The Board of Directors has ultimate responsibility for employment of staff. The Board of Directors has the direct responsibility to employ, allocate responsibility, evaluate, and release the Executive Director.

The Executive Director has the authority to employ, allocate responsibility, supervise, support, evaluate, and release all employed staff. The Executive Director will report action on staff appointments and terminations to the Board.

The Personnel Committee, as delegated by the Board, is responsible for the development, recommendation, and review of personnel policies and practices including the establishment of salary ranges and pay scales for all employed staff.

It shall be the responsibility of the Executive Director to ensure these policies and procedures are administered and applied in a consistent and impartial manner.

II. CODE OF ETHICS – NATURE OF WORK AGREEMENTS

Every employee and volunteer shall agree to and sign the following Code of Ethics Statement before being employed by Middle Way House (MWH). A signed copy shall be included in each personnel folder:

I understand that Middle Way House, Inc. is a shelter for abused adults and their dependent children, and that confidentiality is crucial to residents' safety and goal attainment. Therefore, I agree not to discuss any of the individuals we serve by name or refer to any identifying information with anyone not directly affiliated with Middle Way House, Inc. I agree that if I see clients or their children at a location other than Middle Way House, Inc., I will not show any sign of recognition unless they do so first.

I agree to treat all residents, call-in and walk-in clients with dignity, respect, and concern for their rights as individuals. I agree to maintain a non-judgmental attitude, offering my support for whatever decisions residents choose to make with reference to reporting their victimization, making use of available remedies, or their future plans. I agree to provide victim-centered, trauma-informed communications and services. I agree not to discuss one resident with another.

I understand the importance of maintaining coverage 24 hours per day, 365 days per year. Therefore, I will demonstrate dependability by being on time, remaining at my post until the next scheduled person appears, and by seeking my own replacement should I be unable to fulfill my shift responsibility.

To ensure security at any Middle Way House facility, I will make periodic checks of the doors, windows, and alarms in

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my work area. I will present the log-in/confidentiality agreement to all visitors I admit and I will assure that any minors visiting or volunteering at shelter are supervised.

III. PROVISIONS

- A) These policies and procedures and any modification thereof shall become effective when approved by the Board of Directors at a meeting called for that purpose.
- B) Policies and procedures found to be in violation of federal law, state, or city ordinance shall be null and void.
- C) Personnel policies and procedures are subject to modification and revision to meet the needs of both management and employees as new conditions arise. Printed copies of any changes to the personnel policies and procedures will be distributed to all current Middle Way House employees and receipts must be signed by all employees as proof that they have received their copies.

D) Definitions:

- a. Permanent full-time: Employees working 40 or more regularly scheduled hours per week.
- b. Permanent part-time: Employees working less than 40 regularly scheduled hours per week.
- c. Contracted labor: Employees whose duties, because of their fluctuating or temporary nature, are specified in writing at time of employment.
- d. Immediate family: Spouse, surrogate spouse, parent, sibling, and child.
- e. Benefit year: January 1 to December 31
- f. Exempt: A person who is not covered by the Fair Labor Standards Act overtime payment rule.
- g. Non-exempt: A person who is covered by the Fair Labor Standards Act overtime payment rule
- h. Paid trainee: A client employed at one of the agency's LLCs.
- i. Work Team: A group of employees with common or overlapping duties and/or employees in the same program or location.

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IV. EMPLOYMENT LAWS

Equal Employment Opportunity and Affirmative Action

Middle Way House Affirmative Action Plan

- *Policy Statement*

There shall be no discrimination in recruitment, hiring, compensation, fringe benefits, staff development, training, promotion, or any other condition of employment on the basis of race, religion, ethnicity, national origin, gender, gender identity or affectional orientation, age, or identified special need by taking steps to reach out to a diverse audience of potential employees. These steps may include diversity – positive statements in job postings, mailings to organizations/groups representing specific populations, and ad placement in such organizations newsletters, bulletins, etc. Compensation policies shall be clear and simple. Salaries are known.

- *Designation of Responsibilities*

Employees with managerial responsibilities are advised annually of the company's Affirmative Action Plan for individuals with disabilities and protected veterans and of their obligations to:

1. Review the company's Affirmative Action policy for individuals with disabilities and protected veterans with subordinate managers and supervisors to ensure that they are aware of the policy and understand their obligation to comply with it in all personnel actions.
2. Assist in the identification of problem areas, formulate solutions, and establish organizational goals and objectives when necessary.
3. Review the qualifications of all applicants and employees to ensure qualified individuals are treated in a nondiscriminatory manner when hire, promotion, transfer, and termination actions occur.
4. Review all employees' performance reviews to ensure that nondiscrimination is adhered to in all personnel activities.

- *Work Force/Availability Analysis*

- *Problems/Barriers Identification Statement*

The Executive Committee of the Board of Directors, The Executive Director, and Human Resources shall meet annually to review workforce composition for compliance with policies promoting staff diversity and to update/refine practices designed to create a workforce representative of the local community and the client population.

- *Action Statement*

Middle Way House will strive to increase the diversity of its workforce so that the staff mirrors the population of the community it serves.

The Board of Directors, through the Executive Director, is committed to affirmative action to achieve staff

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diversity.

Therefore,

1. All job notices will include a statement encouraging applications from diverse groups within the population.
2. Application protocols will have a statement indicating the agency's interest in and support of staff diversity.
3. Key groups in the community will be contacted and asked to recommend qualified applicants from diverse groups within the community.
4. Preferred weighting may be awarded former residents and volunteers.

• *Goals*

1. To more effectively achieve our mission by creating a diverse and supportive environment for employees in all job categories, and for board members, interns, volunteers, and clients.
2. To hire, promote, and retain qualified members of protected groups in all job categories at rates reflecting actual workforce availability.

Age Discrimination in Employment Act

The Age Discrimination in Employment Act of 1967 (ADEA) protects workers age 40 and over by prohibiting discrimination against workers 40 and over in any employment or employment-related decision. The Act applies to most employers with 20 or more employees. One of the main provisions of the Act is that employers, with very few exceptions, can no longer force an employee to retire. Voluntary retirements are allowed; however, very specific conditions must be met in order to avoid violation of the Act. Penalties for non-compliance: Employees may be awarded back pay, reinstatement, retroactive seniority, and attorney's fees. Liquidated damages equal to the amount of back pay may be awarded if the violation is willful.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal anti-discrimination law which prohibits private employers, state and local governments, employment agencies, and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training and other terms, conditions, and privileges of employment. This law (covering employers with 15 or more employees) is designed to remove barriers that prevent qualified individuals with disabilities from enjoying the same employment opportunities that are available to persons without disabilities. When an individual's disability creates a barrier to employment opportunities, the ADA requires employers to consider whether a reasonable accommodation could remove this barrier.

An individual has a disability under ADA when the individual:

Has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.

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A qualified individual is one who, with or without a reasonable accommodation, can perform the essential functions of the job. A reasonable accommodation is a modification to a job that will allow an individual with a disability to perform the job's essential functions. An employer is required to make a reasonable accommodation to a known disability of a qualified applicant or employee. A reasonable accommodation may include but is not limited to:

- Making facilities used by employees readily accessible and usable by persons with disabilities
- Job restructuring
- Modifying work schedules
- Reassignment to a vacant position
- Acquiring or modifying equipment or devices
- Acquiring or modifying examinations, training materials, or policies
- Providing qualified sign language interpreters

A reasonable accommodation does not include lower production and quality standards. Also the employers need not provide an accommodation that would impose an "undue hardship" on the agency. For more information, call the Job Accommodation Network at 800-526-7234. Penalties for non-compliance: the Act is enforced by the Equal Employment Opportunity Commission and the penalties are the same as for violations of Title VII of the Civil Rights Act, with maximum amounts for intentional discrimination mandated by the Civil Rights Act of 1991.

The Family and Medical Leave Act

The Family and Medical Leave Act (FMLA) allows employees who have met minimum service requirements (12 months employment with the company with 1,250 hours of service in the preceding 12 months) to take up to 12 weeks of unpaid leave for:

1. A serious health condition,
2. To care for a family member with a serious health condition,
3. The birth of a child,
4. The placement of a child for adoption or foster care.

Although there is no complete list of medical conditions that are considered serious health conditions, there are six general categories that must be evaluated to determine if an employee (or family the employee's family member) has a serious health condition. This determination is made by the employee's (or family member's) doctor on the Certification of Health Care Provider form. Reasons three and four are considered family leave. Therefore, there is no medical issue attached to the request for leave and the certification form does not need to be completed, although the employee must usually provide at least 30 days advance notice before the leave is to begin.

The FMLA requires employers to:

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1. Allow their eligible employees to take up to 12 weeks of unpaid leave for the above circumstances.
2. Provide continued health benefits during leave. *
3. Restore employees to the same position upon return from leave or to a position with the same pay, benefits, and terms and conditions of employment; and
4. Appropriately notify employees of their rights and responsibilities under the Act.

Scheduling: Employees can take 12 weeks of leave in

1. One block of time;
2. In smaller blocks as needed considered an intermittent leave; or
3. A reduced work schedule i.e., part-time for 24 weeks.

Middle Way House may need to rearrange the duties of other workers or hire a temporary worker to cover the responsibilities of a staff member on FMLA leave. With few exceptions, it is important not to interfere with an employee's right to use FMLA leave and be reinstated upon completion of the leave. The employer can expect reasonable notice and may exercise some control in cases of intermittent or reduced work schedule leave.

V. APPLICANT SCREENING PROCESS

1. All applicants will submit a resume and/or complete a job application, which will be reviewed by the Executive Director and/or relevant staff.
2. Selections for interviews will be based upon experience, knowledge, and indicated commitment to the organization's mission.
3. The Executive Director or designee will constitute a committee to conduct interviews.
4. Applicants must agree to fill out a criminal history check form, which will be submitted when an applicant is chosen, before they begin working with the agency. No person found to have a conviction of rape, battery, child molestation, theft, or any related felony will be allowed to work at MWH.

VI. THE WORK ENVIRONMENT

Middle Way House strives to create a workplace that empowers employees at all levels. Insofar as it is practical, individual staff members will enjoy autonomy within their program areas and have opportunities for input into major practice and policy decisions.

Avenues of communication shall be established and kept open so as to permit the free exchange of ideas, reactions, and suggestions among staff, supervisors, and the Executive Director.

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Healthy Workplace Policies

Courtesy and fairness, as well as a positive and constructive attitude, will characterize relations between the employer and employees and among employees. It is assumed that employees will accept responsibility for maintaining a safe working environment. MWH strongly disapproves of threatening, offensive, or inappropriate behavior at work. Specifically, employees will contribute to a workplace free of bullying, coercion, conflict of interest, nepotism, illegal activities, sexual harassment, substance abuse, and domestic violence. These are described as:

Bullying

Bullying is abuse that takes the form of repeated negative action on the part of one or more persons against individuals who feel unable to adequately respond or defend themselves against these actions.

Examples include: repeated verbal insults or public humiliation; making intimidating verbal or non-verbal threats; work interference – sabotage – which prevents work from getting done; implementation of an unequal, unofficial power dynamic in order to control the behavior of another.

Coercion

No supervisor or employee shall request favors of another (such as assumption of another's duties) in the context of threatening disciplinary action, termination, or refusal to fulfill an already agreed-upon assumption of duty.

Conflict of Interest

Any employee that has a potential conflict of interest with Middle Way House has a responsibility to report it immediately to the Executive Director. A conflict of interest is defined as a conflict or appearance of conflict between private interests and official responsibilities.

Nepotism

No employee may hold a job with MWH while the employee or any member of the employee's immediate family serves on the Board of Directors of Middle Way House, Inc. If two members of a family are employed at MWH, one shall not supervise the other.

Illegal Activities

No employee shall conduct or participate in illegal or wrongful activities while on Middle Way House property or while conducting Middle Way House business. Employees have an obligation to report any practices that they perceive as illegal or wrongful. These concerns can be discussed with the Executive Director without fear of reprisal. If the employee is not comfortable discussing these issues with the Executive Director, the employee's concerns can be addressed to any individual on the Board's Executive Committee and that concern will be discussed at the next Executive Committee meeting.

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Prohibiting Harassment

It is the policy of the Middle Way House to provide all employees and volunteers with a workplace that is safe, comfortable, and free of harassment. It is the policy of Middle Way House to prohibit all forms of harassment at work, including harassment based on age, color, disability, ethnicity, gender, sexual orientation, national origin, race, religion, veteran status, or any other legally-protected classification. All employees are responsible for complying with Middle Way House policy prohibiting harassment.

Harassment means any unwelcome or offensive conduct, whether written, verbal or physical, which is:

1. Directed at or to an employee because of the employee's age, color, disability, ethnicity, gender, sexual orientation, national origin, race, religion, or veteran status; or
2. Directed toward any person concerning an individual, or a class of individuals, because of the age, color, disability, ethnicity, gender, sexual orientation, national origin, race, religion, or veteran status of the individual or class of individuals. For example, racial or ethnic slurs or derogatory epithets are prohibited in the workplace, regardless of whether a member of the racial or ethnic group is present when the statement is made.

Harassment does not refer to occasional compliments or other statements of a socially acceptable nature. Harassment refers to behavior which is unwelcome and which is so offensive and/or persistent as to create, or have the potential of creating, an intimidating, hostile, or offensive working environment for any employee..

Harassment does not refer to occasional compliments or other statements of a socially acceptable nature.

Harassment refers to behavior which is unwelcome and which is so offensive and/or persistent as to create, or have the potential of creating, an intimidating, hostile, or offensive working environment for any employee.

- Unwanted propositions for sexual favors, particularly when accompanied by threats of retaliation or promises of special consideration
- Physical assault
- Unwanted propositions or invitations for dates
- Sexually explicit statements, questions, jokes, or innuendos
- Patterns of conduct causing the person to feel demeaned or uncomfortable, including remarks of a sexual nature about a person's clothing or body; remarks about sexual activity; or speculations about previous sexual experience
- Direct or implied threats that submission to sexual advances will be a condition of employment, work status, promotion, grades, or letters of recommendation
- Offensive gender-based personal
- Remarks and/or unnecessary touching, patting, hugging, or brushing against a person's body
- Sexually suggestive pictures, posters, calendars, emails, social networking sites, or faxes

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Sexual harassment is not limited to incidents of sexual harassment between managers and direct reports. It also includes sexual harassment between co-workers, volunteers, clients, or residents whose conduct is determined to be in violation of behaviors set forth in this policy.

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behaviors that are unwelcome, are personally offensive, fail to respect the rights of others, lower morale, or interfere

Substance Abuse

MWH is a drug free workplace. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited. The appearance at work of an intoxicated employee is prohibited.

Domestic Violence: Victimization, Perpetration

A variety of laws govern employer behavior with respect to victims of abuse. Middle Way's policies include those laws and go beyond them. Middle Way House, Inc. condemns acts of domestic violence or stalking in any form, either as violence within the workplace or as violence involving an employee outside of work, and will take necessary steps to (1) reduce the impact of domestic violence and stalking in this workplace and (2) create a safe working environment for all the full and part-time employees, interns, contractors, temporary workers or volunteers employed by or affiliated with Middle Way House, Inc.

Victims of domestic violence comprising one of the employment categories listed above are urged to report such violence to the Executive Director and to take advantage of the services available through the organization. Middle Way House pledges to:

1. Provide support and assistance to any employees experiencing violence or stalking.
2. Maintain the confidentiality of any survivor's information. Except with the express written consent of the survivor, information about a domestic violence or stalking incident may not be shared with other employees, or anyone outside of the organization.

Middle Way House, Inc. ensures equal treatment of its employees who are currently experiencing domestic violence and/or stalking or who were previously victims of domestic violence and/or stalking. Middle Way House will not discriminate making hiring decisions based on disclosures of victimization or on the basis of any assumptions with respect to victimization; nor will the organization deprive employed individuals of any of their rights or privileges solely on the basis of known or perceived victimization.

Recognizing that domestic violence or stalking may lead to decreased productivity and increased need for flex time or alternative scheduling and changed medical benefits, Middle Way House, Inc. will:

1. Discuss any changes in work performance with the affected employee and help develop a productivity support plan and a review plan.
2. Grant reasonable consideration to any request that may improve the employee's safety or help the employee safely transition out of an abusive relationship.
3. Respect the affected employee's decisions about how to proceed and not interfere with the employee's freedom to

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make decisions with respect obtaining an order of protection, cooperating with a police investigation, or staying in/leaving the relationship.

Employees of the organization observing or having specific knowledge of an act of domestic violence or stalking being committed at work or in the workplace are *required* to inform the Executive Director. Middle Way House, Inc. will not tolerate acts of domestic violence or stalking within the workplace. Any employee engaged in the following conduct will be subject to disciplinary proceedings, up to and including termination, within the guidelines of existing laws:

1. Committing acts within the legal definition of domestic violence or stalking while in the workplace or while discharging a workplace responsibility.
2. Using workplace resources such as, but not limited to, work time, phones, computers, telecommunications equipment, or security equipment to commit domestic violence or stalking or to violate a protective order or to assist another person committing those acts.
3. Using authority over others in the workplace to prevent others from reporting the above listed acts or to assist another person in concealing an act of domestic violence, stalking, or to violate a protective order.

VII. EMPLOYMENT - GENERAL

All new employees shall receive a written job description and a copy of the personnel policies and procedures manual. A file will be maintained on each employee that will contain the job description, employment status; necessary wage forms, a resume and/or job application, notice that a background check was completed, signed agreements, and signed copies of performance assessments.

Initial Employment Period

An initial employment probationary period shall be put into effect in the following situations:

- 1) In the event of a new hire or promotion:

Executive Director – six (6) months; Program Staff –
three (3) months;
Support Staff – three (3) months.

- 2) As disciplinary action (see below):

This probationary period will provide the employer and the employee with an opportunity to study “employee-job” fit.

Paid time off is accrued but cannot be taken while an employee is on probation except with the approval of the Executive Director and Executive Committee of the Board. Full-time employees must have worked a minimum of 470 hours over the 90-day period (adjusted as necessary for enforced time off) to exit the probationary period. Employees working a consistent 30-hour week must work a minimum of 355 hours to be able to exit the

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probationary period.

Exempt Employee Expectations

Exempt employees are expected to work 40 hours per week. Exempt employees who do not work 40 hours per week must use PTO. If they have not accumulated enough PTO then they will be paid hourly at a rate of their salary divided by 2080 hours (2080 hours is the number of hours worked in a year).

Performance Appraisals (Employee Evaluations)

Performance appraisals shall be conducted for each staff member at the end of the probationary period. The appraisal will be completed by the employee (a self-appraisal), the employee's supervisor and/or colleagues for review by the Executive Director. Thereafter, staff will be evaluated annually, as close as possible to the anniversary of the hire date. Each staff member shall have a written job description against which performance may be rated. Attitude and compatibility shall also be considered as criteria in rating employees. Appraisals shall be looked upon as growth opportunities – for the agency as well as the employee. Evaluations shall be reviewed and discussed with the employee. Employees shall be provided with a written copy of the evaluation and an opportunity to append a response. A signed copy and any addenda shall be placed in the employee's personnel file.

Payment of Salary

Salary ranges at Middle Way House are narrow by design. Annual increases are based on the agency's ability to pay and are distributed equitably taking into account supervisory responsibility, years of service, and hours worked per week.

Employees shall be paid on alternate Thursdays. All new employees will be required to provide direct deposit information, so their paycheck can be automatically deposited in their bank accounts.

Overtime Pay

It is not a practice of Middle Way House to have employees work more than 40 hours a week. If there is some reason why such an extension seems necessary, the overtime must be approved by the Executive Director. Employees who are considered non-exempt will be paid at the rate of time and a half for any hours over 40 per week. Exempt employees do not earn overtime pay.

Personnel Time Records

Employees are required to turn in hourly time sheets for each bi-weekly time period. **Hourly employees who do not turn in their time sheets by the due date (as noted) will not be paid until the next pay period.** Any vacation or sick time must be recorded on the time sheets, along with the number of hours worked. Time cards will be kept and filed for each employee by the Payroll office.

Personnel Records

Personnel records will be kept for each employee consisting of: all tax forms (state and federal), signed by employee, with number of exemptions; I-9 form; MWH Code of Ethics Statement; direct deposit information; required signed agreements; any
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data pertinent to employment and compensation; application for background check (if required); employee resume or application; job description; emergency contact information; documentation of required training received; personnel evaluations; any award/thank you letters employees would like added to their file. These records are confidential, open to the employee, employee supervisor, the Executive Director, and the Human Resources Coordinator. An employee may review the employee file at any time in the presence of the supervisor, the Executive Director, or the Human Resources Coordinator. Employees also entitled to add to the employee file, challenge material in it, and ultimately remove material with the consent of the Executive Director.

Criminal History Background Checks

Criminal History checks will be conducted on direct care personnel and direct service volunteers prior to the first day of work. Each employee will sign a release to have a background check performed. It shall be within the discretion of the Executive Director to determine the relevance of the criminal history to the mission of the agency. No person found to have a conviction of sexual assault, rape; stalking, any violent crime against a child, theft or any related felony will be allowed to work at MWH. Convictions for domestic violence, stalking, criminal trespass and invasion of privacy shall be evaluated on a case-by-case basis.

Orientation for New Staff and Volunteers

New staff and volunteers will receive training, orientation, and practicum experiences aimed at integrating them, as soon as possible, into the staff through acquainting them with MWH programs and organizational structure, educating them about domestic violence and sexual assault, preparing them to work in accordance with the empowerment model and trauma-informed practices, and apprising them of recent and annual goals. It is Middle Way House policy for volunteers and staff to attend an 8-hour mandatory training that includes the following information but is not limited to: the agency's history, philosophy, structure and services; relationship with state national organizations; the psych-social dynamics of abuse, including but not limited to: why victims stay in abuse relationships, options and consequences regarding reconciliation and/or leaving, types of abuse, tactics used by a batterer, cycle of violence, generational cycle of violence effects on children, and the power and control model; and nonviolent discipline methods, strategies for the primary prevention of domestic violence including but not limited to: primary prevention definition, social norms that enable abuse, risk and protective factors for domestic violence perpetration, and primary strategies across the social ecology. The training will occupy at least 40 hours and will be accomplished by a variety of means, including the MWH domestic violence training consisting of but not limited to; danger assessment and safety planning; empowerment of victims; case management skills; professional boundaries, case noting; listening skills, crisis intervention techniques; community resources; cooperation with community agencies/service providers; community resources, danger assessment, safety planning, technology safety planning, domestic violence laws, address confidentiality program; SAVIN Program; victim compensation, protective orders, Batterers Intervention Programs vs. Anger Management Programs, strangulation, stalking, teen dating violence, poverty and domestic violence, trauma-informed service approach, substance abuse and domestic violence, mental health and domestic violence, correlations between domestic violence and poor health, sexual violence in domestic violence relationships, awareness to culture and diversity; safety related information including alarm system, accident, injury, incident and universal precautions; immigrant issues; limited English proficiency procedures; stalking; partner violence where the victim is male, gay, lesbian, bi- sexual, transgender, questioning or intersex, differently-abled, and elderly training and orientation sessions, and conferences and workshops external to the program. Staff is required to document all training/orientation received and a copy will be kept in each personnel file.

Staff Development

Training while in service at MWH is encouraged; in some cases, it is required. The Executive Director will apprise staff of relevant

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opportunities in the areas of counseling, crisis intervention, domestic violence, sexual assault, child abuse treatment and prevention, substance abuse, human services and community relations, racism, sexism, and homophobia, job specific tasks, cultural competency, and others that can be justified within the context of the Agency's mission. Direct service personnel are required to receive First Aid, CPR, and Universal Health Precautions training and periodic updates so that there is an appropriately trained staff member on site during every shift. Each employee will within the first month receive training on Universal Health Precaution.

Training can be accomplished in a variety of ways. Periodic in-service opportunities arranged by staff and agency-sponsored workshops will account for at least 10 hours. Attendance at conferences will be sponsored by the Agency as affordable. Other activities will be evaluated as they arise, based on their affordability and anticipated contribution to staff performance. Staff is required to document training received and is expected to multiply the benefits by making presentations to the rest of the staff and volunteers.

Staff Meetings

Staff meetings are held routinely within program areas. All staff meetings, scheduled by the Executive Director and Human Resources Coordinator will be held no fewer than four times annually. Every effort will be made to schedule the meetings at a routine day and time.

Staff Retreats

Staff retreats are designed to promote unity, cohesion, comradeship, and a general sense of stability among the staff members. Working with individuals who have experiences abuse has consequences with respect to staff well-being. Taking some time off as a group allows us to touch base and communicate in a way that is often prohibited by the hectic pace of our work. Retreats are meant to educate, inspire, and renew commitment to the work. Retreats are used as opportunities to discuss changes being made, recurring problems, and updated information at length, and as review sessions. Brainstorming, exchanging ideas and feelings about issues, and being supportive of one another in decision-making are also important aspects of the staff retreats. Generally the staff retreat is divided in half. The first half focuses on training, information exchange, policy and procedure review, goal setting, problem identification, and conflict resolution. The second half provides opportunities for less formal interactions among staff. The social aspects of the staff retreat are important for relieving stress, promoting relaxation, preventing burnout, and encouraging supportive relationships among the staff.

Reimbursement of Expenses

Travel expenses and *per diem* allowances will be paid to employees required to travel in performance of agency business. Employees required to utilize their own automobile in conduct of agency business will be reimbursed at the State of Indiana rate. Mileage must be documented on a mileage claim form. Attached receipts must document all parking costs and toll fees. *Per Diem* expenses are meal and lodging costs. These expenses are reimbursed on an actual cost basis, subject to established ceilings. Meals and lodging will be paid only when the expenses are

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unavoidable. *The Executive Director prior to the trip must approve Per Diem expenses.*

Meals: The maximum daily allowance for meals shall be determined prior to departure in consultation with the Executive Director.

Lodging: Where lodging is necessary, the program will pay the cost of the lodging or the maximum ceiling, whichever is lower, and subject to approval of the Executive Director.

VIII. CHANGE IN EMPLOYMENT STATUS

Internal Promotions and Transfers

Employment raises and promotions shall be on the basis of qualification and merit. Filling a vacancy with a current staff member will occur when that person better meets the qualifications for the position than any other qualified applicant and the transfer and/or promotion can be made compatible with other needs and staff patterns.

When job vacancies exist or new positions are established, the position opening shall be announced to staff at the time notice is made public. Employees desiring consideration shall submit a written application.

At times, promotions and lateral moves will be made from current staff roles in the absence of a competitive search. These staff moves should be understood as temporary and shall be paid and receive benefits commensurate with their length of service.

Position Changes

Position changes, redefinitions of positions, and redistribution of hours will be recommended to the Personnel Committee by the Executive Director and approved by the Board. Changes may include the addition to or subtraction from job descriptions of particular duties, the addition or subtraction of hours from particular positions, and/or the addition and elimination of positions.

An employee who is promoted to a position in a higher salary range will receive pay at least at the minimum of the new range.

An employee who accepts a position change to a job in a lower salary range will be paid a salary within the lower range.

An employee who changes position will be placed on probation and will be subject to the same performance evaluation process as a new employee. This probation will not affect accrued benefits.

Resignations

Prior to a resignation, unless other arrangements have been made in writing with the Executive Director, employees other than the Executive Director shall give a minimum of 15 working days written notice, not to include vacation days. If written notice of a resignation is not given at least 15 working days in advance, accrued PTO will not be paid. The Executive Director is required to give a 30-day notice.

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IX. EMPLOYMENT - BENEFITS

Benefits for all employees except contracted employees are as follows:

- 1) Social Security – Program employees are covered by Social Security and employees are adding to their Social Security benefits while employed.
- 2) Worker's Compensation – Injuries on the job are covered in accordance with Indiana statutes.
- 3) Unemployment Compensation – Program employees are entitled to unemployment compensation if state requirements are met.

Paid Time Off

Paid Time Off (PTO) – Full-time employees accumulate paid time off. This is the amount of time accrued per hour for each hour worked. PTO includes: vacation, sick days, personal days and bereavement. Middle Way House does not recognize any holidays as *official* because our service is delivered 24/7/365. Additionally, as a secular organization, Middle Way House does not declare holidays for worship. Holidays are negotiated within employees' work teams. PTO accrual starts on the first day of employment but cannot be used until the employee has completed the 90-day probationary period, with the exception of days off enforced by a business closure, which will be paid as if earned and counted against future accumulations of paid time off.

The Probationary Period is that period immediately following the start of employment or after transfer to a new position within MWH and extends over the ensuing 90 days. If employment is terminated before the end of the 90-day probationary period or at its end, there is no allowance for paid time off.

Benefits accumulate on the basis of hours *worked* up to 40 hours per week. Balances will be paid within 30 days of termination. In case of voluntary termination, the employee must have given proper notice to have accumulated PTO paid upon termination. The limit on accumulated PTO that can be paid out upon termination is 40 hours. Accumulated hours do not end at the end of the year, but an employee who does not use PTO will eventually stop accumulating it.

Full-time employees:

	PTO Accrued Per Hour Worked	Maximum Accumulation
Years Worked: 0 -1	.0630	120
1-3	.0789	120
3-5	.095	160
5-10	.1125	320
10+	.13	360

Employees with a sick bank must use this first when employees are sick. Sick bank hours will not be paid upon termination. There is no monetary value attached to accrued sick leave. Sick leave is to be used *for employee illness only* (or FMLA). Time taken off for illness must be reported as early as possible on the day absence will occur. Any absence due to sickness that lasts longer than three days may require a doctor's note. The employee for each illness for which time off is taken and approved by the immediate supervisor or Executive Director must fill out a request form.

Time spent at job-related conferences or convention shall not be counted as part of the vacation period except in cases where the employee has chosen to spend vacation time in this way. Time spent at job-related conferences on

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non-working days will not be considered for compensatory time unless the employee has attended in response to an administrative directive or had approval from the Executive Director prior to attending.

Overtime

Employees paid hourly are entitled to overtime (paid at time and a half) if they work more than 40 hours per week. Salaried (exempt) employees are not paid overtime.

Other non-working days

A staff member called upon to serve on a jury will be paid a regular salary. Any compensation received for such service from the courts should be remitted to the agency.

X. EMPLOYMENT – WORK SCHEDULE

Staff may need to work beyond a regular work schedule. These employees are expected to schedule their working hours in consultation with their work team, and to include within their workweek any necessary evening meetings and activities outside “normal” hours.

As the annual salary of exempt employees is remuneration for all responsibilities encompassed in their jobs, there will be no compensation for hours worked in excess of their normal workweek.

Employees are entitled to make temporary adjustments in their schedule after working more than 40 hours in one week. Such time must be discussed with the work team and taken within one pay period.

Each pay period, employees will report hours worked to the Director, or designee, for tracking of accumulated and used PTO.

Employees must notify the appropriate person(s) in advance of planned absences from regular working days no later than 3 days prior to the planned absence. Unplanned absences must be reported by phone as soon as possible. For all vacation requests a request for time off for should be completed and turned into the supervisor.

Your immediate supervisor must approve any deviation from the regular work schedule at your work site in advance. All employees will maintain regular attendance.

XI. EMPLOYMENT POLICIES

Accidents and Emergencies

An Accident/Property Damage Report must be filled out any time there is an accident or property damage of reasonable significance involving staff, volunteers, or residents. Forms are kept in the office of the Human Resources Coordinator. Complete the form with clear, precise details and give to the immediate supervisor or the Executive Director. The immediate supervisor will ensure this form is forwarded to the Executive Director. If the

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accident is determined to have been caused by an environmental danger or staff negligence, the Director will append a report that includes recommendations for corrective action. If the accident represents an incident type not covered by policy and/or procedure, the Director will convene staff to establish a policy and/or procedure. Accident/Property Reports will be maintained for a minimum of seven years. Hazardous Waste and Toxic Chemical incident reports will be obtained for thirty years.

Appearance and Conduct

Staff and volunteers are prohibited from wearing or carrying, clothing, accessories or jewelry, or displaying piercings or tattoos, which, by picture, symbol, or word, depict or allude to any of the following:

- a. Drug usage, including alcohol and tobacco;
- b. Violence;
- c. Sexually explicit, lewd, indecent, or offensive material;
- d. Religious references
- e. Clothing with words based on negative stereotypes of a specific gender, race, ethnicity, nationality, religion, sexual orientation or disability. Students may not wear shirts, hats or other attire with Native American team names, logos or mascots that depict negative stereotypes.

Attendance, Punctuality and Dependability

Employees will be assigned a work schedule in accordance with the needs of the position and considering the needs of the employee. Employees are expected to be on time to work each day and to work the allotted hours within the day. Indiana law allows two fifteen minute breaks for each eight hours worked. Employees who are sick are expected to call in the day they are absent. Employee will maintain regular attendance.

Communicable Diseases

When an infectious disease has been identified, the agency will take necessary steps to reduce the risk of contagion. Infectious Diseases can include, but are not limited to, the following: AIDS, HIV, Hepatitis (A, B, C, D, E), Influenza, conjunctivitis, Malaria, Measles, Meningitis, Tuberculosis, Yellow Fever and COVID-19. For a more exhaustive list, please consult the following sites: World Health Organization http://www.who.int/topics/infectious_diseases/en/ Infectious Disease Society of America www.idsociety.org

Procedure: If any employee or volunteer has active symptoms of an infectious disease, the employee will be asked to stay at home. Team members on all shifts will be reminded to disinfect phones, doorknobs, and any equipment or surfaces likely to carry infection.

Computer Usage Policy

Middle Way House recognizes that use of the Internet and email has many benefits and can make workplace communication more efficient and effective. Employees should not use the Internet for personal business such as shopping and social media unless using these sites for MWH business. Employees are prohibited from accessing the Internet for any unethical purposes, including pornography (viewing, downloading, and exchanging), violence, gambling, racism, harassment or any illegal activity. Consequences of violating this policy include termination.

Driving Policies

Employees required in their job descriptions to drive the MWH vehicle or to transport clients, residents, or children in vehicles

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must have a valid Indiana driver's license and be insurable by MWH. An up-to-date copy of the driver's license will be kept in the employee's personnel file. Bureau of Motor Vehicle Reports will be obtained from the liability insurance carrier at the time of employment and upon renewal of driver's license. Accidents must be reported to Human Resources or the Executive Director immediately. Failure to report an accident may result in disciplinary action, up to and including termination of employment.

Driver Safety Rules

1. The use of a company vehicle under the influence of intoxicants or other drugs is forbidden.
2. Cell phone use while driving will be kept to a minimum. Drivers should complete calls while the vehicle is parked and/or use the "hands free" feature.
3. All drivers and passengers must wear seat belts.
4. All State and Local Laws must be obeyed.
5. No texting and driving.
6. Failure to obey the policy may result in disciplinary action, up to and including termination of employment.

Drug and Alcohol Abuse

As a consequence of accepting funds from the State of Indiana, MWH is required to certify that it maintains a drug-free workplace, which means "the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance" is prohibited at MWH. Any employee found guilty of drug abuse violations occurring in the workplace will face corrective action up to and including termination.

Many services exist in our community to help an employee with a substance abuse problem. Directories for services can be found in the MWH information center. Employees can also check the yellow pages or speak with a colleague.

A copy of the Drug and Alcohol Abuse Procedure will be signed by the employee and placed in the employee's personnel file.

Public Statements

The Executive Director or specific designee shall give all official statements on behalf of MWH. The Executive Director must approve news releases in advance. The Executive Director must approve all requests for interviews from the media. Employees may respond to the media without prior approval only as public citizens.

Smoking Policy

Smoking is not permitted inside the buildings of MWH or The RISE. This includes: cigarettes, cigars, pipe tobacco, snuff, chewing tobacco, e-cigarettes, and vaping devices. Guidelines for taking smoking breaks are as follows: staff may not smoke in the presence of children; smokers are responsible for cleaning up after themselves; breaks should not exceed a total of one half hour in the course of an 8-hour day.

XII. DISCIPLINARY PROCEDURES

An employee, other than the Executive Director, who is in violation of the MWH policies stated or implied in this Revised/UPDATED October 31, 2022

document, shall be subject to disciplinary procedures as set out below. The Executive Director shall decide what action is to be taken in each case and give the employee written notice with the specific reasons for and conditions of the action, if appropriate. The actions taken may include probation, suspension, termination, and other actions appropriate to the particular situation within the Executive Director's discretion.

Placing an employee on disciplinary probation is a remedial action and a specific set of conditions for ending probation and resuming regular employment shall be set out. These conditions shall require an effort on the part of the employee to remedy the matter that resulted in probation. Disciplinary probation is notice to an employee that they are subject to immediate termination for additional acts, which would subject them to disciplinary action under these procedures, whether related or not.

Suspension is a period of separation from MWH during which an investigation or procedure may be carried out, or it may be imposed as a period of separation short of termination. It shall be used to protect MWH and its clients from possible repetitions of the act or acts, for which it is imposed, when necessary. Suspension also may be used to maintain status while other procedures are being carried out for the good of MWH or the employee. Suspension that is the final outcome of disciplinary actions shall be no longer than 30 days. Pay during a period of suspension shall be at the discretion of the Executive Director in consultation with the Executive Committee of the Board. Termination of employment may be by the action of the Executive Director for any action as outlined below when the particular circumstances are serious enough. The other procedures outlined above offer lesser alternatives, which may be used when appropriate for achieving MWH goals and the building of a strong staff. Termination and any of the above procedures may be initiated for any of the following reasons:

- 1) Unsatisfactory job performance as recorded in annual job performance review or because of particular instances. These include but are not limited to tardiness, absenteeism, neglect of policies, or inability to fulfill responsibilities of the position.
- 2) Illegal acts such as theft, possession or use of illegal drugs, intoxication on the job, harassment or abuse of fellow employees, falsification of records, misappropriation of funds, other illegal behavior whether on the job or not which reflect on an employee's ability to fulfill job duties at MWH.
- 3) Willful contravention of a directive from the employee's supervisor.
- 4) Activities which represent a conflict of interest with MWH's goals.
- 5) Breach of confidentiality.

Notice of termination shall be given to the employee in writing and shall include specific reasons for the action. Suspension may precede termination if appropriate to protect MWH or the employee.

XIII. GRIEVANCE PROCEDURE

The grievance procedure is designed to provide all personnel with a means of recourse when they feel they have been treated unfairly with respect to position changes, evaluations, and disciplinary and/or termination decisions. The Executive Director may impose a temporary suspension with or without pay while the grievance procedure is being followed. It is understood that MWH will not retaliate against an employee for voicing a grievance or for filing a complaint with the appropriate agency.

The procedure for presenting a grievance is as follows:

- 1) The employee discusses the problem with the immediate supervisor within ten working days. An employee who is not satisfied with the response received, then proceeds to step 2.
- 2) The employee presents the grievance and requested remedial action within ten working days of completing step 1 to the Executive Director, who will respond within seven working days of acceptance of the grievance.
- 3) If the problem still is not resolved to the employee's satisfaction, a request for a hearing may be submitted to the Grievance Appeal Board, which should consist of four members of the Board selected by the President. The Appeal Board will respond to the grievor within seven days, grant a hearing within fourteen days, and render a decision within twenty-one days of receipt of the request. The decision of the Grievance Appeal Board will be final and binding on both parties. However, this Grievance process does not preclude an employee complaining to local, state, or federal civil rights agencies.

Note 1: Any employee who objects to a directive must explain the objection and obtain a release from obligation from the supervisor.

Note 2: An employee whose problem is with the Executive Director will proceed directly to the Grievance Appeal Board.

XIV. PERFORMANCE IMPROVEMENT POLICY

The purpose of this policy is to give employees notice, insofar as possible, of the Middle Way House's standards, requirements and expectations, which are not covered elsewhere in the policies. Work rules described herein are not all-inclusive and the omission of a specific policy prohibiting a particular kind of conduct does not mean the conduct is acceptable to Middle Way House (MWH).

It is also the purpose of this policy to describe MWH's general philosophy concerning discipline and discharge. Each discipline or discharge situation presents a unique set of circumstances that will be reviewed and decided on its individual facts and in the context of the surrounding circumstances.

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This performance improvement policy is not intended to create a contract between MWH and its employees. MWH may change this policy from time to time, and all employees will be notified of such changes.

Normally, employee misconduct or unsatisfactory performance will be subject to the following, progressive disciplinary system, except as otherwise provided herein:

1. The first offense or incident will result in a verbal warning. Verbal warning should include specific conduct or behavior that was exhibited, when the conduct occurred, and the specific policy that prohibits the behavior or conduct.
2. The second offense or incident will result in a written Performance Improvement Plan. Written PIP will cite specifics of performance, behavior, or conduct that is under review. PIP will also clearly state what the manager, Executive Director or Board Member, expects the employee to improve in the way of performance, behavior or conduct.
3. The third offense or incident, including but not limited to a repetition of previous offenses or incidents within twelve (12) months of the second offense or incident, will result in another written Performance Improvement Plan and a one to three (1-3) day suspension without pay.
4. A fourth offense or incident, including but not limited to a repetition of previous offenses or incidents within twelve (12) months of the third offense or incident, will result in immediate discharge. It is the responsibility of the manager or Executive Director to notify the Board of Directors prior to discharge.

Middle Way house reserves the right to decide upon the appropriate response to employee and volunteer misconduct or unsatisfactory performance, including, but not limited to counseling, reprimand, warning, suspension, or discharge, based on all relevant circumstances. Accordingly, MWH will not necessarily adhere to the four-step progressive discipline system in all circumstances. Rather, the purpose of progressive discipline is to provide management with the opportunity to put employees and volunteers on notice that their conduct is unsatisfactory so that they may have an opportunity to correct or improve their conduct.

Employees and volunteers are required to verify receipt of a notice of discipline by their signature on a Performance Improvement Plan (PIP). In the case where an employee refuses to sign, this verification can be the signature of another manager, the Executive Director, or Board Member, who is present at the time the written warning is given. Where the circumstances indicate that progressive discipline is inappropriate or futile, Middle Way House may act accordingly.

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Since employment with Middle Way House is **at-will** and based on mutual consent, either the employee or MWH has the right to terminate employment at any time, with or without cause. Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Resignation or Retirement: Voluntary employment termination initiated by an employee. Although advance notice is not required, MWH requests at least two (2) weeks written notice from the employee or volunteer.

Termination: Involuntary employment termination initiated by Middle Way House for disciplinary reasons.

Release: Involuntary employment termination initiated by MWH for non-disciplinary reasons.

In some cases immediate termination of an employee or volunteer is the only appropriate course of action. These cases usually involve gross misconduct; offenses so serious Middle Way House will forgo disciplinary action and immediately terminate employment. MWH will resort to immediate termination to protect the organization, employees and volunteers. Examples of the most common causes for immediate termination are:

1. Exceedingly poor work performance. Inappropriate use of company resources, such as using the Internet to visit adult-rated, explicit sites, or inappropriate use of email and telephones. Missing work without calling in for three consecutive days is also a reason for immediate termination. Falsifying personnel or pay records.
2. Actions that jeopardize Middle Way House itself or the reputation of the organization are reasons for immediate termination of an employee. This includes all forms of theft, whether the theft is against MWH, such as property, or the theft is against another employee or volunteer, such as stealing a coworker's wallet. Middle Way House will also terminate an employee for committing violent criminal acts or acts of domestic violence outside of the workplace. Other actions include negligence, release of confidential information about the organization or MWH cliental and giving false information on an application.
3. While some accusations of sexual harassment and bullying end with disciplinary action, many accusations end with immediate termination for the accused employee. After the accusation, MWH must take prompt action including a thorough investigation of the accusation before terminating the employee or volunteer.

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4. Actions that place other employees or volunteers in danger are causes for immediate termination. This includes violence, vandalism and knowingly endangering other employees or volunteers by bringing dangerous items, such as weapons, to work. Attending work while intoxicated by drugs or alcohol or using drugs or alcohol on the job also qualifies. Unlawful possession, use, manufacture, distribution, or dispensing of illicit drugs, controlled substances, or alcoholic beverages whether on the premises of Middle Way House or any other site where the employee or volunteer is carrying out assigned MWH duties. Any act of fighting on Middle Way property.

Middle Way House encourages exit interviews. Exit interviews are scheduled at the time of employment termination to afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to MWH, or return of MWH owned property. Suggestions, complaints, and questions may also be expressed. Exit interviews should be scheduled with the employee's manager, the Executive Director, or member of the Board of Directors. The Board of Directors will be provided with a copy of the exit interview for review.

Conflicts of Interest-Relationship/Friendship/Family Connection with a Middle Way House Client

Middle Way House staff should be alert of, and avoid, conflicts of interest that may interfere with discretion and impartial judgment with clients.

If a staff member has a relationship/friendship/family connection with an individual seeking or receiving services from Middle Way House, the staff member is obligated to report this relationship/friendship/family connection to their direct supervisor. Their direct supervisor will share this information with other staff as needed to ensure that the quality of services provided to the client, is not impacted by the relationship/friendship/family connection.

When possible, every effort should be made to prevent a staff member who has a relationship/friendship/family connection with a client from working directly with that client or being involved in the direct decisions that involves the client. Effort should always be made to minimize the information the staff member receives regarding the client's services at Middle Way House.

This can include:

- Staff member not accessing the client's file

- Staff member stepping out of the room during any discussion of the client. (for example, if the staff member attends Direct Service meetings)

- Staff member not discussing client with other staff or directly asking questions about the client.

- Staff member not listening to discussions between client and other staff members.

- Staff member not listening to conversations between staff about the client.

During the time that the client is receiving services at Middle Way House, the staff member's interactions with the client should always be in a manner that does not lead other staff members or clients to perceive that the relationship/friendship/family connection impacts the quality of services the individual receives from Middle Way House.

A staff member who is working closely with a client, that has a relationship/friendship/family connection to another staff member, can share the information contained in this policy with the client to inform them how we provide services when there may be a conflict of interest.

A staff member who fails to disclose a relationship/friendship/family connection to a client that they know is seeking or receiving services at Middle Way House, or attempts to impact the quality of care the client is receiving due to their relationship/friendship/family connection, may be subject to disciplinary action as outlined in the Employee Manual.

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Middle Way House Policy for Gift Cards

Middle Way House may receive Gift Cards through donations and may also purchase gift cards for the benefit of our clients/residents.

Care will be taken to protect Gift Cards due to their financial value.

Gift cards not allocated for a specific program will be kept in a secure location by the Fiscal Manager.

All Gift Card records will be kept by the Fiscal Manager. These records include: 1) all gift card identifying numbers; 2) receipts for gift cards purchased by Middle Way House; and 3) receipts from gift cards spent by program coordinators.

Any staff member who receives a donated gift card for use by Middle Way House or a specific Middle Way House program must notify the Fiscal Manager.

The Fiscal manager will document information from the gift card. Documentation includes:

The type of card

All identifying numbers on the card

A copy of the gift card (front and back)

If the Gift Card was specified for a certain program the Fiscal Manager will provide the gift card to the Program Coordinator of that specific Program.

If the Gift Card is not designated to a specific program, The Fiscal Manager and Executive Director, with input from staff regarding needs will determine the best use of the gift card and will provide it to the appropriate program.

Program Coordinator/staff member who has possession of a gift card is responsible for ensuring that it is kept in a secure location.

Program Coordinator/staff can request that the gift card be kept in the Fiscal Managers Office for secure storage.

If the gift card is spent by a specific program for programming needs, receipts of those expenditures will be provided to the Fiscal Manager.

If the gift card is to be provided to a resident/client of Middle Way House for personal resident/client use, no receipts will be collected from the client.

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In documentation of a gift card provided to a client resident, the Fiscal Manager will identify in the records that it is to be given to a client.

The staff member responsible for providing a gift card to a client will notify the Fiscal Manager once the gift card has been provided to a client so the Fiscal Manager can document this with their records.

A staff member distributing a gift card to a resident should not make that decision alone and should include input from other program staff members regarding the distribution of a gift card to ensure knowledge by more than one person of the distribution of the gift card.

Gift Cards purchased by Middle Way House will be kept secured in the Fiscal Manager's office and are intended to meet client needs.

For record keeping purposes, purchase order requests will be used when requesting the use of Middle Way House purchased gift cards.

The Fiscal manager will document information from Middle Way House purchased gift cards. Documentation includes:

- The type of card

- All identifying numbers on the card

- A copy of the gift card (front and back)

- Original purchase receipt for the gift card

- Purchase orders for used gift cards including gift cards given to clients for personal needs (example-gas, prescriptions)

- Receipts for purchases made by Middle Way House for clients from the gift cards (example-hotel room receipt)

- A list of Gift Cards secured in the Fiscal manager's Office

Staff provided with or using a gift card kept secured in the Fiscal Manager's Office will sign for the card when they obtain it or use it for a purchase.

Fiscal Manager with the Executive Director monthly to ensure records of Gift Cards are up to date.

Failure to follow these procedures may lead to disciplinary action as outlined in Middle Way House's Policy and Procedure Manual.

Any staff member reporting concerns with inappropriate handling of Middle Way House gift cards is protected by Middle Way House's Whistle Blower Policy located in Middle Way House's Policy and Procedure Manual.

Way House purchased gift cards.

The Fiscal manager will document information from Middle Way House purchased gift cards. Documentation includes:

- The type of card

- All identifying numbers on the card

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A copy of the gift card (front and back)

Original purchase receipt for the gift card

Purchase orders for used gift cards including gift cards given to clients for personal needs (example-gas, prescriptions)

Receipts for purchases made by Middle Way House for clients from the gift cards (example-hotel room receipt)

A list of Gift Cards secured in the Fiscal manager's Office

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Any staff member reporting concerns with inappropriate handling of Middle Way House gift cards is protected by Middle Way House's Whistle Blower Policy located in Middle Way House's Policy and Proc Middle Way House Policy and Procedure for Handling Cash Money

Middle Way House strives to be a cashless organization but we recognize that there are times when our agency receives cash.

With cash transactions between Middle Way House and public/resident/clients Middle Way House staff should provide a receipt.

With any cash money transfers between one Middle Way House staff member and another staff member, receipts must be provided to the staff member who is providing the other staff member the cash money belonging to Middle Way House. The following procedures will be used for any transactions involving cash.

Any staff person receiving cash from a donor or resident/client must provide the donor or resident/ client with a receipt from a triplicate receipt book.

The staff person who has received the cash and provided the receipt must bring the received cash and the second receipt from the triplicate receipt book to the Fiscal Manger located in the administrative area of Middle Way House as soon as possible.

If unable to bring the cash and copy of the receipt to the Fiscal Manager immediately, the cash money with receipt copy must be secured in a locked office location.

If the Fiscal Manager is unavailable, give the cash money/copy of receipt to one of the following administrative staff:

Executive Director

Development Director

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Grants Manager

Staff available to accept cash money in the administrative area should be available Monday through Friday 9:00 am to 5:00 pm.

Do not remove the final receipt from the triplicate receipt book.

The Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available) will provide the staff member who brought the cash and receipt copy to the administrative area will be given a receipt by Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available).

Any staff member who has received a receipt from the Fiscal Manager (or any administrative staff member if the Fiscal Manager is not available) must retain their receipt as proof that they provided the cash they received to the Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available).

The copy of the receipt you receive from the Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available) may be saved digitally.

A copy will also be maintained in the triplicate receipt book located in the administrative area.

When an administrative staff member receives cash money with receipt copy from a staff member due to the Fiscal Manager being unavailable, they will secure the money and receipt in a locked location until it can be provided to the Fiscal Manager.

When an administrative staff member provides the cash money with receipt to the Fiscal Manager, the Fiscal Manager will provide the administrative staff member with a receipt.

The administrative staff member will retain a copy of the receipt in hard copy or digitally.

A copy will also be maintained in the triplicate receipt book located in the administrative area.

Once received by the Fiscal Manager, the Fiscal Manager will keep the cash money secured until the money is deposited in a Middle Way House account.

No less than monthly, the Executive Director and Fiscal Manager will review all receipt books to ensure all cash money received by Middle Way House is appropriately accounted for.

Triplicate receipt books will be maintained in 1) Administrative area of Middle Way House 2) The RISE! front office (this is in addition to the receipt book used by the RISE! Site Manager 3) Childcare Program 4) Greene County Office 5) Martin County Office 6) Owen County Office.

A triplicate receipt book will also be kept for use at Middle Way House event where donations or cash transactions may occur.

Failure to follow these procedures may lead to disciplinary action as outlined in Middle Way House's Policy and Procedure Manual.

Any staff member reporting concerns with inappropriate handling of Middle Way House cash money is protected by Middle Way House's Whistle Blower Policy located in Middle Way House's Policy and Procedure Manual.

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Middle Way House Policy and Procedure for Handling Cash Money

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With cash transactions between Middle Way House and public/resident/clients Middle Way House staff should provide a receipt.

With any cash money transfers between one Middle Way House staff member and another staff member, receipts must be provided to the staff member who is providing the other staff member the cash money belonging to Middle Way House. The following procedures will be used for any transactions involving cash.

Any staff person receiving cash from a donor or resident/client must provide the donor or resident/ client with a receipt from a triplicate receipt book.

The staff person who has received the cash and provided the receipt must bring the received cash and the second receipt from the triplicate receipt book to the Fiscal Manager located in the administrative area of Middle Way House as soon as possible.

If unable to bring the cash and copy of the receipt to the Fiscal Manager immediately, the cash money with receipt copy must be secured in a locked office location.

If the Fiscal Manager is unavailable, give the cash money/copy of receipt to one of the following administrative staff:

Executive Director

Development Director

Grants Manager

Staff available to accept cash money in the administrative area should be available Monday through Friday 9:00 am to 5:00 pm.

Do not remove the final receipt from the triplicate receipt book.

The Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available) will provide the staff member who brought the cash and receipt copy to the administrative area will be given a receipt by Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available).

Any staff member who has received a receipt from the Fiscal Manager (or any administrative staff member if the Fiscal Manager is not available) must retain their receipt as proof that they provided the cash they received to the Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available).

The copy of the receipt you receive from the Fiscal Manager (or other administrative staff member if the Fiscal Manager is not available) may be saved digitally.

A copy will also be maintained in the triplicate receipt book located in the administrative area.

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provided to the Fiscal Manager.

When an administrative staff member provides the cash money with receipt to the Fiscal Manager, the Fiscal Manager will provide the administrative staff member with a receipt.

The administrative staff member will retain a copy of the receipt in hard copy or digitally

A copy will also be maintained in the triplicate receipt book located in the administrative area.

Once received by the Fiscal Manager, the Fiscal Manager will keep as cash money secured until the money is deposited in a Middle Way House account.

No less than monthly, the Executive Director and Fiscal Manager will review all receipt books to ensure all cash money received by Middle Way House is appropriately accounted for.

Triplicate receipt books will be maintained in 1) Administrative area of Middle Way House 2) The RISE! front office (this is in addition to the receipt book used by the RISE! Site Manager 3) Childcare Program 4) Greene County Office 5) Martin County Office 6) Owen County Office.

A triplicate receipt book will also be kept for use at Middle Way House event where donations or cash transactions may occur.

Failure to follow these procedures may lead to disciplinary action as outlined in Middle Way House's Policy and Procedure Manual.

Any staff member reporting concerns with inappropriate handling of Middle Way House cash money is protected by Middle Way House's Whistle Blower Policy located in Middle Way House's Policy and Procedure Manual.

WHISTLE BLOWER POLICY

Purpose

The purpose of this Whistleblower Policy is to prevent misconduct (illegal, unethical, illicit, unsafe, fraud, or abuse of funds) and uphold the interests of all the stakeholders, whether internal or external, and intended to encourage employees and others to make good faith reports of suspected fraud, corruption, or other unethical activities, or health and safety concerns within Middle Way House. Other matters outside of this purpose that are reported to the HR Coordinator/Compliance Officer (e.g., various workplace concerns) will generally be referred to the management of the responsible department to address unless retaliation is a concern.

Reporting Responsibility

As employees and representatives of Middle Way House, Inc., we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. It is the responsibility of all board members, officers, employees and volunteers to report any instances of suspected unethical, illegal, corrupt, fraudulent or undesirable conduct and provides protections and measures to individuals who make a disclosure in relation to such conduct without fear of victimization or reprisal.

This policy will be provided to all employees and officers of Middle Way House, Inc. upon commencement of their employment or engagement. The policy is also available to persons outside of the organization and can be accessed on our website.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Anonymity

When making a disclosure, you may do so anonymously. It may be difficult for Middle Way House, Inc. to properly

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investigate the matters disclosed if a report is submitted anonymously and therefore Middle Way House, Inc. encourages you to share your identity when making a disclosure, however you are not required to do so.

Where it is necessary to disclose information for the effective investigation of the matter, and this is likely to lead to your identification, all reasonable steps will be taken to reduce the risk that you will be identified. For example, all personal information or reference to you witnessing an event will be redacted from any report, you will be referred to in a gender-neutral context, and you will be contacted to help identify certain aspects of your disclosure that could inadvertently identify you. Any disclosure under this policy will also be handled and investigated by qualified staff.

Middle Way House, Inc. will also take the following measures for protecting your identity:

All paper and electronic documents and other materials relating to disclosures will be stored securely;

Access to all information relating to a disclosure will be limited to those directly involved in managing and investigating the disclosure;

Only a restricted number of people who are directly involved in handling and investigating a disclosure will be made aware of your identity (subject to your consent) or information that is likely to lead to your identification;

Communications and documents relating to the investigation of a disclosure will not be sent to an email address or to a printer that can be accessed by other staff; and

Each person who is involved in handling and investigating a disclosure will be reminded about the confidentiality requirements, including that an unauthorized disclosure of your identity may be a criminal offence.

If you are concerned that your identity has been disclosed in relation to a disclosure, and without your consent, you should inform a Whistleblower Protections Officer or eligible recipient immediately.

Reporting Procedure

Middle Way House, Inc. has an open door policy and encourages employees to share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not

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satisfied with your supervisor's response, you are encouraged to speak with the Human Resources Coordinator and/or Executive Director. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Human Resources Coordinator, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor and/or the Executive Director.

You may disclose any reportable conduct to the Whistleblower Protection Officers listed below:

Human Resources Coordinator

Nancy Schroyer

nancy@middlewayhouse.org

(812) 333-7404 ext: 104

Executive Director

Carrie Stillions

Carrie@middlewayhouse.org

(812) 333-7404 ext:107

Board Member

MWHBoardMember@gmail.com

All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation. All investigations will be conducted in a fair, independent and timely manner and all reasonable efforts will be made to preserve confidentiality during the investigation.

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If the report is not anonymous, the Whistleblower Protection Officer will contact you by your preferred method of communication to discuss the investigation process and any other matters that are relevant to the investigation.

Where you have chosen to remain anonymous, your identity will not be disclosed to the investigator or to any other person and Middle Way House, Inc. will conduct the investigation based on the information provided to it.

Where possible, the Whistleblower Protection Officer will provide you with feedback on the progress and expected timeframes of the investigation. The person against whom any allegations have been made will also be informed of the concerns and will be provided with an opportunity to respond (unless there are any restrictions or other reasonable bases for not doing so).

Compliance Officer

Middle Way House, Inc. Human Resources Coordinator is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Human Resources Coordinator will advise the Executive Director and the Board of Directors of all complaints and their resolution and will report at least annually to the Treasurer/Chair of the Finance Committee on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

Middle Way House, Inc. Human Resources Coordinator shall immediately notify the Audit Committee/Finance Committee of any concerns or complaint regarding accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

No Retaliation

It is contrary to the values of Middle Way House, Inc. for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint

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of discrimination, harassment, bullying, theft, dealing in or use of illicit drugs, negligence, suspected fraud, or suspected violation of any regulation governing the operations of Middle Way House, Inc. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Retaliation includes actual or threatened conduct such as the following (without limitation):

Termination of employment;

Injury to employment including demotion, disciplinary action; Alternation of position or duties;

Discrimination;

Harassment, bullying or intimidation; Victimization;

Harm or injury including psychological harm; Damage to a person's property;

Damage to a person's reputation;

Damage to a person's business or financial position; or

Any other damage to a person.

Middle Way House, Inc. also strictly prohibits all forms of retaliation against any person who is involved in an investigation of a matter disclosed under the policy in response to their involvement in that investigation.

Middle Way House, Inc. will take all reasonable steps to protect you from retaliation and will take necessary action where such conduct is identified. If appropriate, Middle Way House, Inc. may allow you to perform your duties from another location or reassign you to another role (at the same level) or make other modifications to your workplace or your duties to protect you from the risk of retaliation.

If you are subjected to retaliation as a result of making a disclosure under this policy or participating in an investigation, you should inform a Whistleblower Protection Officer or eligible recipient in accordance with the reporting guidelines

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outlined above.

You may also seek remedies including compensation, civil penalties or reinstatement if:

You suffer loss, damage or injury because of a disclosure; and

Middle Way House, Inc. failed to take reasonable precautions and exercise due diligence to prevent any Detrimental Conduct.

Other Matters

Any breach of this policy will be taken seriously and may result in disciplinary action, up to and including termination of employment

For questions or concerns regarding this policy, please contact:

Communications Coordinator

communications@middlewayhouse.org

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Social Media Code of Conduct & Policy

Social media is a powerful tool to engage and build relationships with stakeholders, internal and external. Middle Way House Inc. uses social media to promote our services, programs and events; show our support for survivors, connect with partners; recruit volunteers; solicit contributions and accomplishments (with their permission—there is further guidance outlined in this policy); and educate the public on domestic violence, sexual assault, and human trafficking and bring awareness to the public health crisis each pose to our community.

Only the Communications Coordinator (and other specified staff when the Communications Coordinator is taking PTO) is to manage MWH's social media platforms in addition to responding to comments and messages directed to MWH; the Communications Coordinator is to refer to and follow our Strategic Social Media Plan for additional information on social media use, best practices and plan as it applies to communications.

All employees vow to conduct themselves professionally, with truth, accuracy, fairness, high level of ethics, and responsibility to the public; all actions will show a concern and respect for others (cause no harm), value for the relationship we have with our stakeholders, and commitment to survivors and the public interest.

Always be mindful that you are a representative of our agency and your personal actions online and offline are a reflection of our agency.

Be transparent in the disclosure of credible information and communications, verbally and visually (website, social media, online campaigns, sponsorships, identifying yourself and your relationship to the organization in formal and informal settings such as comments on posts, chat rooms, and group platforms).

Stay on brand in regard to brand voice and personality; refer to our brand guide toolkit for further guidance.

If the content (visual or written) being posted on our platforms was not successfully created or written by us, be sure to site the source(s) and give credit to organization(s) and/or individuals

Show respect for the individual, choice, freedom, and justice in all communications.

Approach complaints/concerns with a lens of understanding and address concerns and complaints with respect and void of all negative and defensive reactions/responses.

Be responsive to criticism, admit to any and all mistakes, and provide prompt feedback.

Deleting comments, controlling the conversation, ghost blogging, ghost commenting, social media monitoring, paying social media experts and/or bloggers to distributing rumors and negative messages about competitors or to deliver messages about our organization is not acceptable and will not be tolerated.

When coming across misinformation, news leaks, confidential information, or other questionable content

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regarding Middle Way House Inc. on social media please share a screenshot of it with the Communications Coordinator and Executive Director; all other staff is to never engage with content related to a potential or current public relations crisis.

If anyone from the public is seeking our help or services, always refer them to our help & crisis line, (812)336-0846, and help and crisis live chat, <https://www.resourceconnect.com/mwh/chat>.

The privacy and security of survivors, donors, and our users' personal identifiable information is paramount; all information is confidential and must not be shared, sold, or used for any purpose.

Per our Confidentiality Policy, pictures and videos of and information about survivors/resident/clients are to never be posted to social media by any internal or external stakeholder or the public.

Whenever posting a photo of a donor, staff, volunteer, intern or anyone from the public, you must receive verbal or written permission to share the picture that they are in before sharing it to social media.

For the safety and privacy of our residents and clients, we do allow residents and clients to comment or post anything on our social media pages or their personal pages about their residency/services at Middle Way House Inc. or that will identify any other resident or client, as well as the location of our emergency shelter or transitional housing; we take confidentiality very seriously and a breach of policy by residents or clients may result in the removal from our programs.

Staff, volunteers, interns, and board members are not allowed to follow or become friends with any residents or clients on social media while they are an active internal stakeholder.

Staff, volunteers, interns, and board members are encouraged to engage with Middle Way House's social media content, however there should be a minimal engagement during work hours from the personal accounts unless the use of personal social media would interfere with social media-related job duties; the latter mostly applies to the Communications Coordinator.

Any employee who violates this code will be held accountable for their actions and subject to termination. If you are aware of any violations of this code or need clarification on any part of this code, we encourage you to contact our Executive Director, Carrie@middlewayhouse.org, and the Human Resources Coordinator, nancy@middlewayhouse.org

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